



## Winter Storm Preparedness 2011-2012

In preparation for this winter and any emergency situations, the Town has prepared this reference guide that lists emergency contact numbers and explains the Town's operations during snow events.

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**Please remember that in case of any emergency call **911**.**

**Police non-emergency: 301-279-8000.**

### Power Outages

To report a power outage at your home or to report street lights that are out: **1-877-PEPCO-62 (1-877-737-2662)**.

To report downed wires or life-threatening emergencies to PEPCO: **202-872-3432**.

### Downed Trees

Report downed trees in the Town to the Police Department by calling **911** if it is a life-threatening emergency. Use the non-emergency number for non-life threatening situations: **301-279-8000**.

### Water Service

To report a water or sewer line break, sewer back-up or stoppage, or fire hydrant leaks, contact the WSSC Emergency Service line: **301-206-4002**.

### Town Communications:

Voicemail: Town staff monitors the Town's voicemail system remotely and on a continuous basis. **However, emergencies should be reported to **911** rather than the Town Office.**

E-mail: The Town staff monitors email on a continuous basis.

Website: The Town staff will update the website when new information is available on weather updates, service interruptions and office closures.

Town Crier: Town Crier messages will be sent to provide updates on the weather emergency, service interruptions and office closures. To join the Town Crier, visit the Town website, [www.townofchevy Chase.org](http://www.townofchevy Chase.org).

### Town Street Snow Removal

The Town begins plowing when 2 inches of snow accumulates on the streets. Plow crews operate continuously until the streets are clear. When snow is forecast, residents are asked to park their vehicles in driveways whenever possible. If cars must be parked on the street, they are required to be parked on the even numbered side of the street, unless otherwise posted. This is to ensure safe passage by the plowing crews and allows your street to be cleared as quickly and completely as possible.

For snow removal on State roads (Connecticut Avenue, East-West Highway and Bradley Lane), call 1-800-543-2515.

For snow removal on County roads, call 311.

### Town Sidewalk Snow Removal

The Town assists with the clearing of public sidewalks only when snow accumulates to 3 inches or more. Snow removal will begin as soon as practically possible after the end of a snowstorm. Clearing driveways and walkways are the responsibility of the homeowner. In icy conditions, the Town Manager will use his discretion in determining whether to salt and sand public sidewalks.

The Town will update information about the sidewalk snow removal program on its website and on the Town Crier.

**Please post this information in a convenient place for future reference.**